



Payment & Late Payment Policy

Happier in Wellies Marquee Hire

1. Purpose

This policy sets out the terms and conditions for payment, deposits, final balances, and late payment for marquee hire services provided by **Happier in Wellies**.

2. Scope

This policy applies to all clients hiring marquees and associated equipment from the Company.

3. Booking and Damage Deposit

- A non-refundable booking deposit is required to secure a booking.
- The deposit amount or percentage will be specified in the client's booking confirmation and hire agreement.
- The booking deposit confirms the client's acceptance of this Payment Policy.
- An additional 5% damage deposit will be taken and returned after the event to cover any damages to the hire equipment during the event.

4. Final Balance

- The remaining balance is due no later than **90 days** prior to the event date.
- Payment methods accepted include bank transfer, card payment, or other agreed methods.

5. Late Payment

- Failure to pay the final balance by the due date may result in cancellation of the booking.
- Late payment fees may apply in accordance with the **Late Payment of Commercial Debts (Interest) Act 1998**.
- Any costs incurred due to late payment (e.g., additional administration fees, rebooking costs) may be charged to the client.



6. Cancellation

- Cancellation by the Hirer after 14 day cooling-off period from signing this contract: deposit forfeited
- Cancellation **90** days before the event: 50% of the total hire fee payable.
- Cancellation less than **30** days before the event: 100% of the total hire fee payable

The Company reserves the right to cancel in the event of unsafe conditions or non-payment.

7. Refunds

- Deposits are non-refundable unless otherwise agreed.
- Refunds of the balance may be issued only in accordance with the Company's cancellation policy.

8. Client Responsibility

- Clients must ensure that all payments are made on time and in full.
- Disputes regarding invoices or charges must be raised in writing within **7 days** of receipt.

9. Governing Law

This policy is governed by the laws of **England and Wales**.

10. Acceptance

By proceeding with a booking and signing the hire agreement, the client agrees to be bound by the terms of this Payment & Late Payment Policy.

Policy updated: November 2025

Signed: G.Holder, J.Thomas